

QUESTIONNAIRE

For use of this form, see USMEPCOM Reg 20-1

SECTION I - SERVICE LIAISON QUESTIONNAIRE

1. MEPS name:

2. Service:

3. How would you rate overall customer service at this MEPS and why would you assign such a rating?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Fair ☐ Poor

4. What issues and/or concerns, if any, have you been able or not able to work out with the MEPS Staff? What is the current status?

5. Have your applicants complained about their treatment at the MEPS or the contract hotel? If so, by whom, what section, how long ago and what was the outcome?

MEPS Yes [] No []

6. Do you have a copy of the EMAP? Yes [] No []
Is it an effective plan?

7. If you had to identify a person or persons who has provided outstanding customer service to your office and to your applicants, who would that person or persons be?

SECTION II - IRC COMMANDER QUESTIONNAIRE

8. How would you rate customer service at this MEPS and why would you assign such a rating?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Fair ☐ Poor

How many MEPS are there within your Recruiting Area?

9. What issues and/or concerns, if any, have you been able or not able to work out with the MEPS Staff? What is the current status?

10. Have your liaisons complained about their treatment at the MEPS? Yes [] No []
If so, by whom and what section?

11. Do you have a copy of the EMAP? Yes [] No []
Is it an effective plan?